# Compass Destination - Badge transactions do nothing

## Symptom

Compass Destination Entry.

Presenting a badge does nothing at the deck or keypad. There is no prompt for the floors that the user can access.

`Granted No Entry` appears in Alarm Monitoring.

## Resolution

1. Go to **System Administration > Access Control> Readers and Doors > Settings** .
2. Select the **Assume Door Used** checkbox for the reader in question.

## Applies To

OnGuard (All versions)

## Additional Information